



2145
JEW

PATENT
Attorney Docket No.: NUASI-00200

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:
Justin Broughton et al.
Serial No.: 09/774,944
Filed: January 30, 2001
For: **DIGITAL MULTIMEDIA
CONTACT CENTER WITH TIER
ESCALATION AND DE-
ESCALATION IN RESPONSE TO
CHANGED CRITERIA**

) Group Art Unit: 2145
) Examiner: Cardone, Jason D.
) **TRANSMITTAL LETTER**
) 162 North Wolfe Road
) Sunnyvale, California 94086
) (408) 530-9700
) Customer Number 28960
)
)

Mail Stop Non-Fee Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Enclosed please find a response to the office action mailed on September 30, 2005 for filing with the U.S. Patent and Trademark Office.

The Commissioner is authorized to charge any additional fee or credit any overpayment to our Deposit Account No. 08-1275. An originally executed duplicate of this transmittal is enclosed for this purpose.

Respectfully submitted,
HAVERSTOCK & OWENS LLP

Dated: December 30, 2005

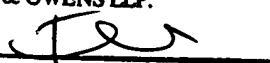
By: 
Thomas B. Haverstock
Reg. No.: 32,571

Attorneys for Applicants

CERTIFICATE OF MAILING (37 CFR§ 1.6(a))

I hereby certify that this paper (along with any referred to as being attached or enclosed) is being deposited with the U.S. Postal Service on the date shown below with sufficient postage as first class mail in an envelope addressed to the: Commissioner for Patents, P.O. Box 1450 Alexandria, VA 22313-1450

HAVERSTOCK & OWENS LLP.

Date: 12/30/05 By: 



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Sir:

Please amend the above-identified application as follows:

AMENDMENTS TO THE CLAIMS begin on page 2 of this paper.

REMARKS begin on page 15 of this paper.